

AXIS Communications Academy Webinar Series

Audio Conference Details

Conference Telephone Number: 1-212-444-0108

Participant Code: 7766324731

Participant audio will be muted until Q & A session following the presentation

Axis Communications

Troubleshooting Webinar



www.axis.com

This is Axis

- > Founded in 1984
- > IT company driving the shift towards digital video surveillance products
- > Global partnerships through distributors, resellers and system integrators
- > Offering the market's broadest portfolio of network video products
- > Focused on Network Video Solutions (99%)
- > Worldwide presence in more than 20 countries, 1000+ employees
- > Listed on NASDAQ OMX, under the ticker AXIS



Troubleshooting



www.axis.com

What is troubleshooting?

A logical, systematic search for the source of a problem



Critical thinking!

Basic actions

- > If the camera is accessible, these basic actions should be taken initially in a problem situation:

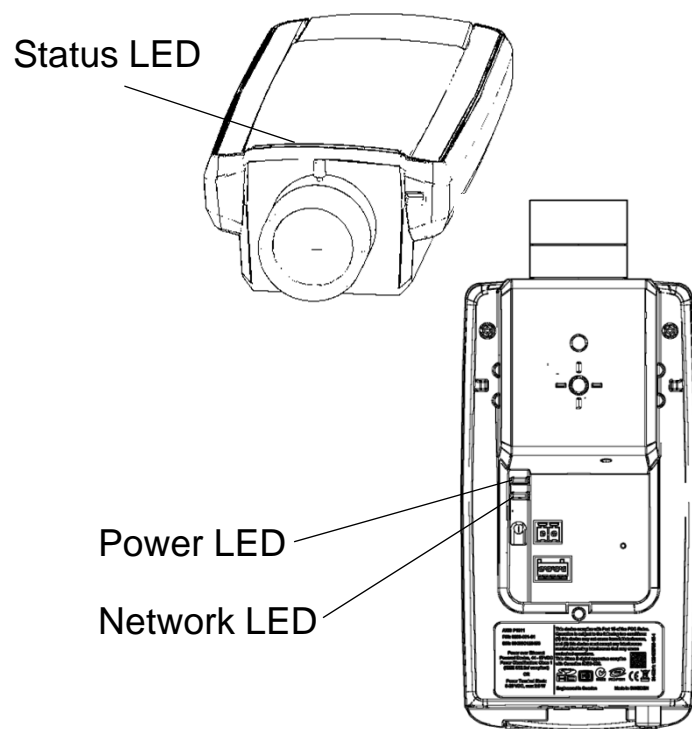
Firmware update

**AXIS Media Control
update**

Factory Default settings

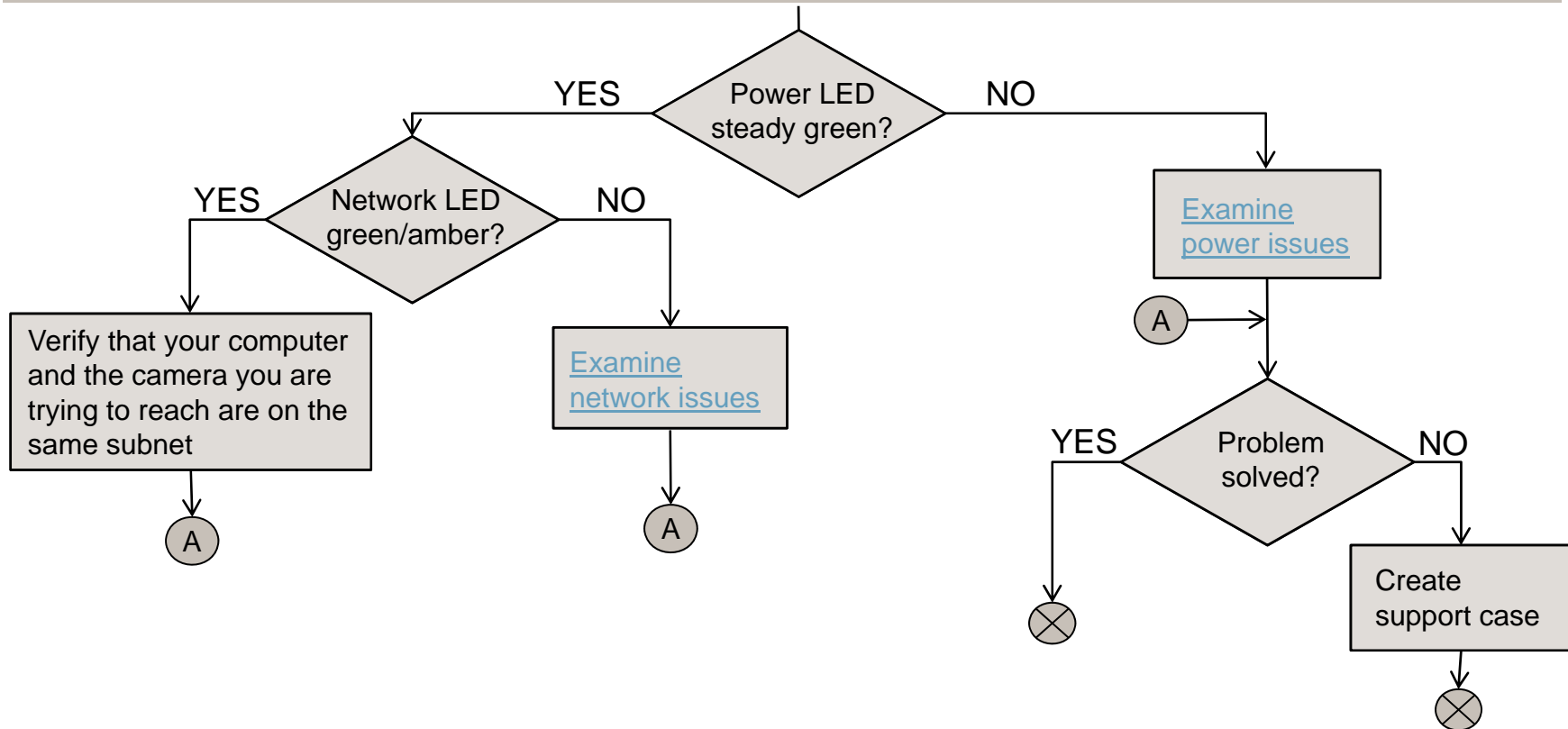
www.axis.com

Status LEDs



LED	Color	Indication
Power	Green	Normal operation
	Amber	Flashes green/amber during firmware upgrade
Network	Green	Steady for connection to a 100 Mbit/s network. Flashes for network activity.
	Amber	Steady for connection to a 10 Mbit/s network. Flashes for network activity.
	Unlit	No network connection
Status	Green	Steady green for normal operation
	Amber	Steady during startup, during reset to factory default or when restoring settings
	Red	Slow flash for failed upgrade

Troubleshooting flowchart



Axis Camera Management

Use ACM for an aid to troubleshooting

- > Automatic discovery of AXIS devices on the network either on the local network or other subnets
- > Utilize the Detail View for camera status
- > Create a template from the camera to restore the camera in the event a factory default is required
- > ACM can aid in the firmware upgrade process to ensure the latest software is installed

Axis Camera Management Error Messages

- > **IP Invalid** - The device's static IP address is outside the valid IP range of the local network, but it is still possible to configure the device, upgrade it, etc. using AXIS Camera Management.
- > **Not Accessible** - The device cannot be contacted, which may be due to a problem with the network connection or the device itself
- > **Credentials Mismatch** - The user name and password used by AXIS Camera Management to access the device does not match any of the administrator accounts on the device
- > **HTTP failed (Ping or UDP ok)** - AXIS Camera Management can access the device using PING and/or receives packets from the device using UDP, but the connection fails when using HTTP or HTTPS. This situation can be caused by incorrect proxy settings, an HTTP/HTTPS mismatch or neither HTTP nor HTTPS has been enabled in the device
- > **Invalid Certificate** - The device cannot be accessed because HTTPS is enabled and only devices with a valid certificate can be contacted
- > **No Credentials** - AXIS Camera Management does not have credentials specified for the device

AXIS Camera Management – Status of cameras

Choose the detailed view to show camera status

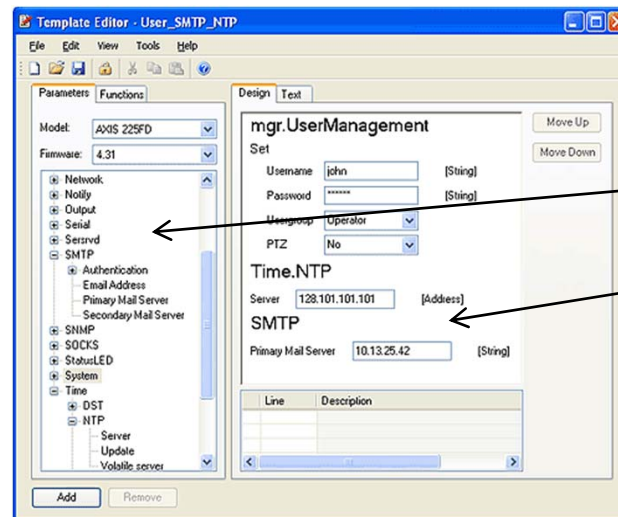
The screenshot shows the 'AXIS Camera Management' application window. On the left is a tree view of device groups. The main area displays a table of camera details. Two rows are highlighted with red circles and arrows pointing to external text:

- The row for 'AXIS 211A - 004...' has a status of 'Credentials Mismatch'. An arrow points from this status to the text 'Incorrect username/password'.
- The row for 'AXIS 211A - 004...' has a status of 'Not Accessible'. An arrow points from this status to the text 'Device no longer accessible'.

Name	Status	Address	Serial Number	Model	Firmware
AXIS 207 - 0040...	OK	10.92.140.207	00408C6D9B5D	AXIS 207	4.40
AXIS 207 - 0040...	OK	gaus.se.axis.com	00408C70AF41	AXIS 207	4.40
AXIS 207 - 0040...	OK	andersr2.se.axis.co...	00408C70C92F	AXIS 207	4.40.1
AXIS 207W - 004...	OK	dh10-91-127-13.se...	00408C77D779	AXIS 207W	4.33
AXIS 207W - 004...	OK	10.93.37.207	00408C7A19D0	AXIS 207W	4.40.1
AXIS 211 - 0040...	OK	dh10-92-127-222.s...	00408C65738F	AXIS 211	4.40
AXIS 211 - 0040...	OK	dh10-81-127-35.se...	00408C6F9997	AXIS 211	4.40
AXIS 211A - 004...	OK	dh10-85-127-225.s...	00408C182147	AXIS 211A	4.40
AXIS 211A - 004...	OK	dh10-91-127-141.s...	00408C70D9F4	AXIS 211A	4.40
AXIS 215 PTZ - ...	OK	dh10-85-127-64.se...	00408C1828A9	AXIS 215 P...	4.40
AXIS 215 PTZ - ...	OK	10.92.43.215	00408C1828E2	AXIS 215 P...	4.40
AXIS 211A - 004...	Credentials Mismatch	dh10-94-127-122.s...	00408C718C27	AXIS 211A	4.40
AXIS 211A - 004...	Not Accessible	169.254.52.249	00408C718BAA	AXIS 211A	4.40

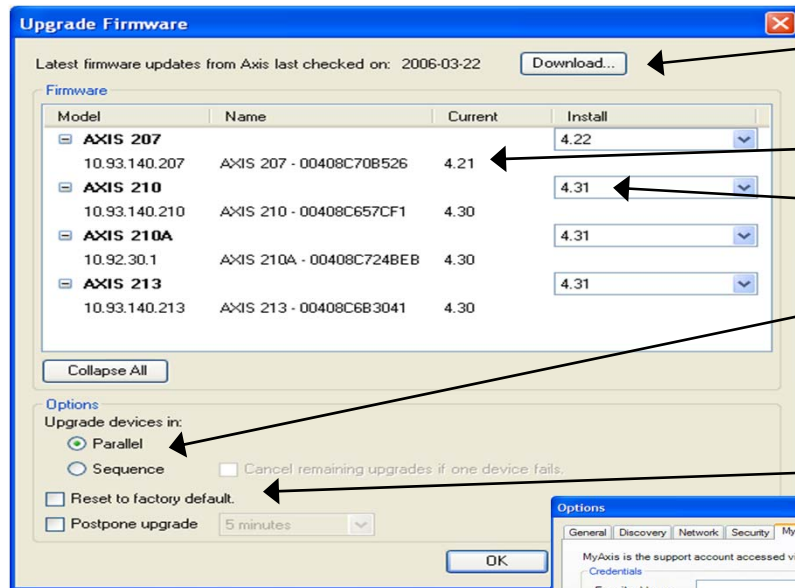
AXIS Camera Management Templates

- > Configure all device parameters, either Online directly into the unit or Offline – into a file for upload to single or multiple units
- > Backup and restore functionality



select and add parameters from the sections on the left
enter/change the parameter values in the *Design* area on the right.

AXIS Camera Management – FW upgrade



Download latest firmware from Axis
(using *myAxis*)

Select unit(s) to upgrade

Select firmware

Select upgrade mode

- Parallel

- Sequential

Upgrade options

- Reset to factory defaults

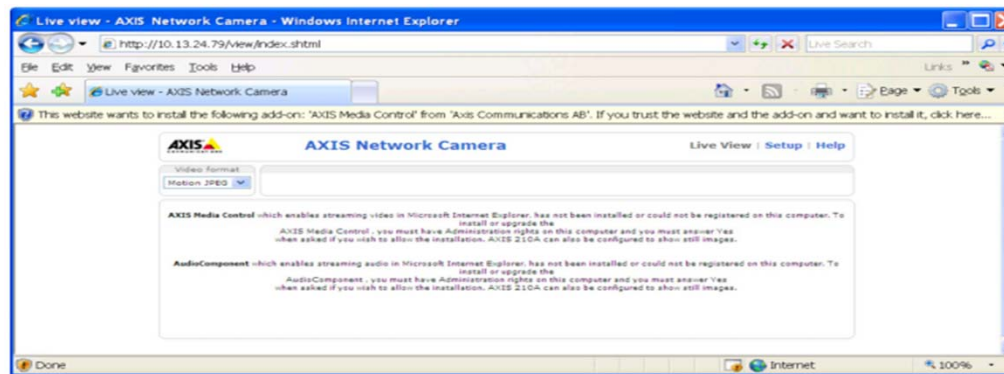
- Stop on errors

AXIS Media Control: Installation and troubleshooting



www.axis.com

Install AXIS Media Control - ActiveX component



3. (Windows Vista, Windows 2008 Server) A User Account popup will ask if you want to install AMC. Click Continue.



4. A Security Warning dialog will appear. Click Install to proceed with the installation.



Install ActiveX H264

On the Live View page of your Axis camera, you can select to view live video over your network or over the Internet, using either Motion JPEG, MPEG-4 or H.264. If you select H.264, you will be prompted to install an H.264 decoder.



Note: A system administrator may prevent users from installing and updating the H.264 decoder. If you have a problem installing the MPEG-4 decoder, please see your system administrator.

1. To start the installation, select the [Click here to install or upgrade the H.264 Decoder](#) link in the Live View page as shown in the figure below.

[Click here to install or upgrade the H.264 Decoder.](#)

The H.264 Decoder, which enables streaming video in Microsoft Internet Explorer, has not been installed or could not be registered on this computer.

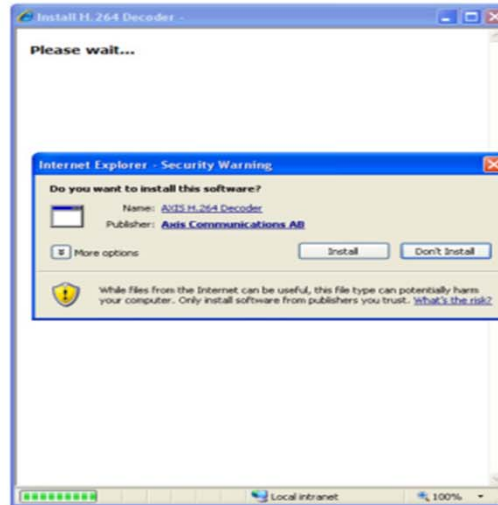
To [install or upgrade](#) the H.264 Decoder, you must have Administration rights on this computer and you must answer Yes when asked if you wish to allow the installation. AXIS Q7401 Video Encoder can also be configured to show still images.

2. Read through the H.264 license agreement that appears, and if you agree to the conditions, select **I accept the License agreement** and click **OK**.

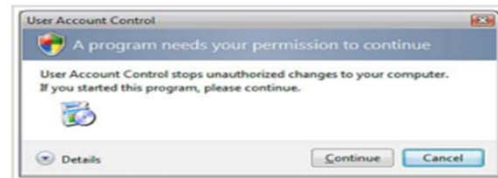


Install ActiveX H264

3. An Internet Explorer Security warning popup will ask if you want to continue the installation. Click **Install**.

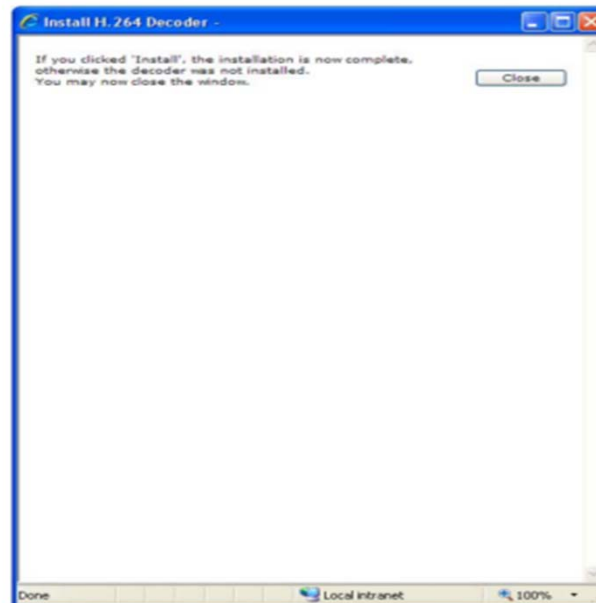


4. (Windows Vista, Windows 2008 Server) A User Account Control popup will ask if you want to continue the installation. Click **Continue**.



Install ActiveX H264

5. Click Close to complete the installation.



AXIS Media Control – ActiveX component troubleshooting

If no video is displayed, verify the AMC applet is installed.

Steps to take when Axis Media Control can't be installed:*

1. *Trusted site:* Add your Axis device as a trusted site; Open Tools > Internet Options > Security > Trusted Sites Press "Sites..." button
Add the Axis device's IP-address, then click on the general tab and delete your temporary internet files, then close out Internet Explorer and restart
2. Confirm that you have logged in with *Administration rights* on the computer
3. In Vista, disable 'User Access Control'
4. Answer "Yes" when asked if you wish to *allow the installation*.
5. Go to your Add/Remove programs and delete 'Axis Media Control Embedded'. Then go back & access the camera again, the download should complete successfully.
6. Temporarily disable any *firewall or Antivirus programs*. They may prevent installing AMC or ActiveX components.
7. Under Tools>Internet Options>Security>*Security level for this zone:* Temporarily set this to low if possible.
8. Under Tools>Internet Options>Advanced> Scroll down to 'Security' and temporarily enable '*allow active content to run in files on My Computer*'
9. Confirm *no proxy server* is in use. Under Tools>Internet Options>Connections>LAN Settings. If one is, check 'Bypass Proxy for local addresses' and specify the camera's IP address.
10. Download the *latest version of AMC* from here: <http://www.axis.com/techsup/software/amc/software.php>

*Created by Imcgrory

*Created on 9/25/07

www.axis.com



Brainstorming – Power issues

- > How can we examine **power issues**?



Power issues

Non-PoE

Verify usage of the [correct power supply](#)

Try another power supply

Measure the output with a multimeter

PoE

Verify that the PoE switch is providing enough power

Try a different cable & different port on the midspan/PoE

Try another PoE device in the same port

See if the camera can be powered up using the power supply, then connect to a non-PoE switch/router

Check network port for physical damage

[BACK](#)

Brainstorming – Network issues

- > How can we examine **network issues**?



Network issues

Fixed

Try another device in the same port

Try a different cable and port on switch

Check network port for physical damage

Try to ping the device

Wireless

See if camera connects using a network cable

Move camera closer to router/access point

Check Wireless settings in the camera's web interface

Try to avoid nearby wireless networks operating on the same channel

Verify that the router is broadcasting SSID

Check if your router is found in the list over wireless networks

Try to connect the camera to an unsecure wireless network

Make sure wireless router protocol B or G is used

[BACK](#)

Status messages in AXIS Camera Management

Status	Explanation	Possible cause
Not Accessible	The device can not be contacted	Problem with the network or the device itself
Credential Mismatch	The user name and password used by ACM to access the device do not match any of the administrator accounts on the device	Incorrect proxy settings. Firewall not allowing traffic. Protocol set to HTTPS but HTTPS disabled in the device.
Invalid Certificate	The device can not be accessed because HTTPS is enabled and only devices with a valid certificate can be contacted	Certificate has expired. Certificate not installed on local computer.
Problems with Default IP Address	Several devices have the default IP address 192.168.0.90 and are connected to a network in the 192.168.0.XXX range. ACM is not able to communicate with them since they all have the same IP address. ACM will not use AutoIP since the IP addresses are valid.	Several new or re-set to factory default devices are connected to the network.
HTTP/HTTPS Failed (Ping or UDP OK)	ACM can access the device using Ping and receives packets from the device using UDP, but the connection fails when using HTTP or HTTPS	Incorrect proxy settings. HTTPS disabled in device. Neither HTTP nor HTTPS enabled in the device.

[BACK](#)

The Axis Support FAQ

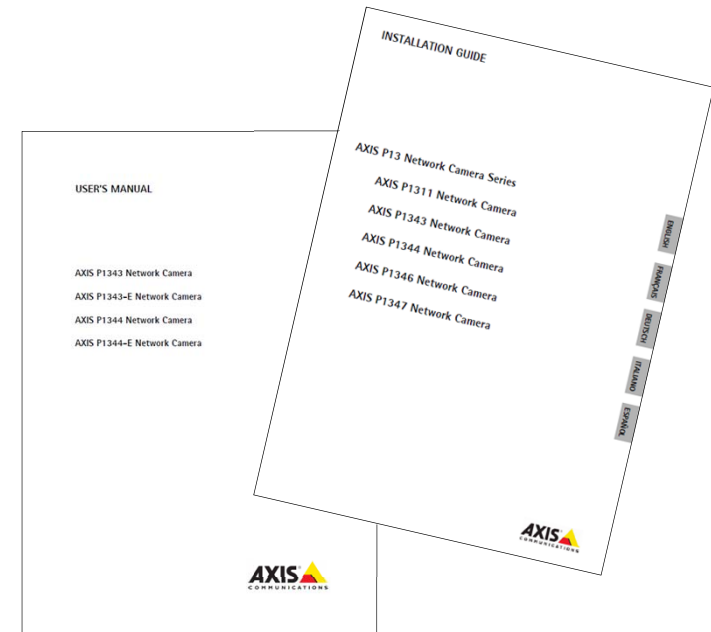
- > The Axis Support FAQ holds the answers to hundreds of frequently asked questions, covering a wide range of topics and areas

www.axis.com

The screenshot shows the Axis Support FAQ database page. The top navigation bar includes links for Home, Products, Solutions, Support, Where to buy, and Corporate. The left sidebar contains a 'Support' section with links to Customer Services, FAQ database, and Online Helpdesk. Below this is 'Product Support' with links for Network Video, Print Servers, Document Servers, and System-on-Chip & Device servers. The 'Downloads' section links to Product firmware and Software tools. A search box is located at the bottom of the sidebar. The main content area is titled 'FAQ database' and includes a search prompt 'Search for an answer to your problem.' It features a 'Product family' dropdown menu set to 'All', a 'Full text search' input field, and a 'Search' button. Below the search section is a 'TOP 10' list of frequently asked questions, such as 'How do I reset my Axis product to the factory default settings?' and 'How can I assign a static IP address to my network camera/video encoder?'. The footer contains the Axis logo, the tagline 'Axis is the world's leading expert in network video', and links to Glossary, Contact, Social media, Sites, and Privacy Statement.

Installation Guide and User's Manual

- > The Installation Guide and the User's Manual are valuable sources of information. They cover topics such as:
 - Installation steps
 - Settings
 - Configurations
 - Problem symptoms, possible causes, and remedial actions
- > A hard copy of the Installation Guide is always included in Axis product deliveries
- > The product documentation is also available at www.axis.com



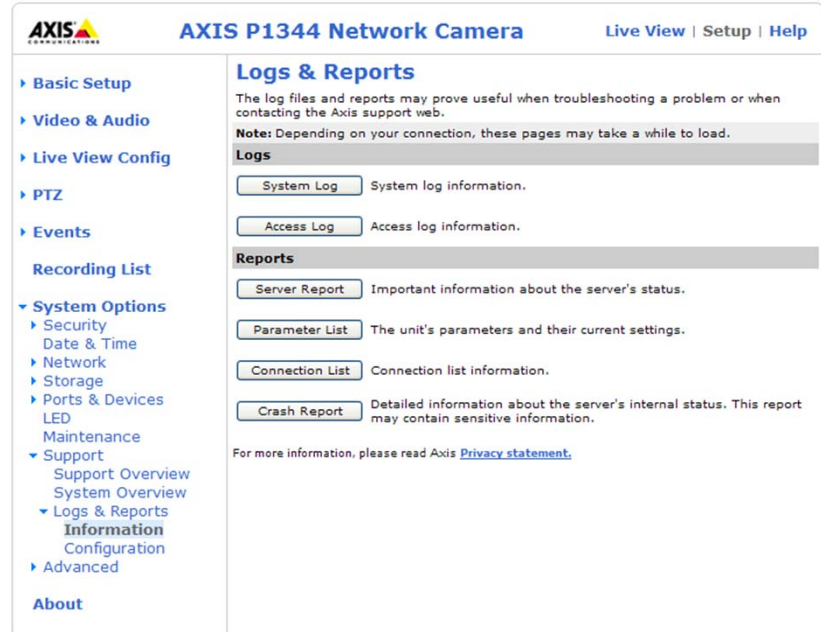
Support case details

- > A support case should include the following:
 - A detailed description of the problem:
 - When does it appear?
 - How is the camera being used?
 - Failure symptoms
 - A list of the troubleshooting steps already taken
 - Information about the installation, such as:
 - Network infrastructure, powering, cable lengths
 - The following files should be attached:
 - A screenshot of the problem (if applicable)
 - Server Report



Server Report

- > A Server Report is extremely valuable for the Axis support in the troubleshooting process
- > It indicates configuration errors and other potential problems
- > A Server Report contains information such as:
 - Camera model and firmware version
 - Camera log, Access log
 - Parameter list
 - Running processes
 - Network and file system information



The screenshot displays the web interface for an AXIS P1344 Network Camera. The top navigation bar includes the AXIS logo, the camera model 'AXIS P1344 Network Camera', and links for 'Live View', 'Setup', and 'Help'. A left-hand menu lists various configuration categories: Basic Setup, Video & Audio, Live View Config, PTZ, Events, Recording List, System Options (with sub-items like Security, Date & Time, Network, Storage, Ports & Devices, LED, Maintenance, Support, and Logs & Reports), Information, Configuration, Advanced, and About. The 'Logs & Reports' section is active, showing a description of log files and reports, a note about loading times, and buttons for 'System Log', 'Access Log', 'Server Report', 'Parameter List', 'Connection List', and 'Crash Report'. Each button is accompanied by a brief description of the information it provides.

AXIS P1344 Network Camera [Live View](#) | [Setup](#) | [Help](#)

Logs & Reports

The log files and reports may prove useful when troubleshooting a problem or when contacting the Axis support web.

Note: Depending on your connection, these pages may take a while to load.

Logs

- [System Log](#) System log information.
- [Access Log](#) Access log information.

Reports

- [Server Report](#) Important information about the server's status.
- [Parameter List](#) The unit's parameters and their current settings.
- [Connection List](#) Connection list information.
- [Crash Report](#) Detailed information about the server's internal status. This report may contain sensitive information.

For more information, please read Axis [Privacy statement](#).

How to create a support case

LANGUAGES:       [中文\(简体\)](#) [中文\(繁体\)](#) 

Online Helpdesk

Welcome to Axis Online Helpdesk - a service provided by Axis engineers around the world, working together to help solve your problems.

[New question](#) [Active cases](#) [Closed cases](#) [About you](#)

If you have a support question that is not listed in the [FAQ database](#), please submit it below. ([Back](#))

Your preferred language for support system messages: **None selected (English)**
([Change](#))

Register new case

Enter product

Product category
- Start here -

Product
- Please choose Product category first -

Enter problem

Problem area
- Please select one -

Problem summary

Own reference

Problem description

Attached files ([Read more](#))
Please add the server report, log file and/or screenshots as additional information.
 ([Browse...](#))
(Maximum file size 16MB)

www.axis.com

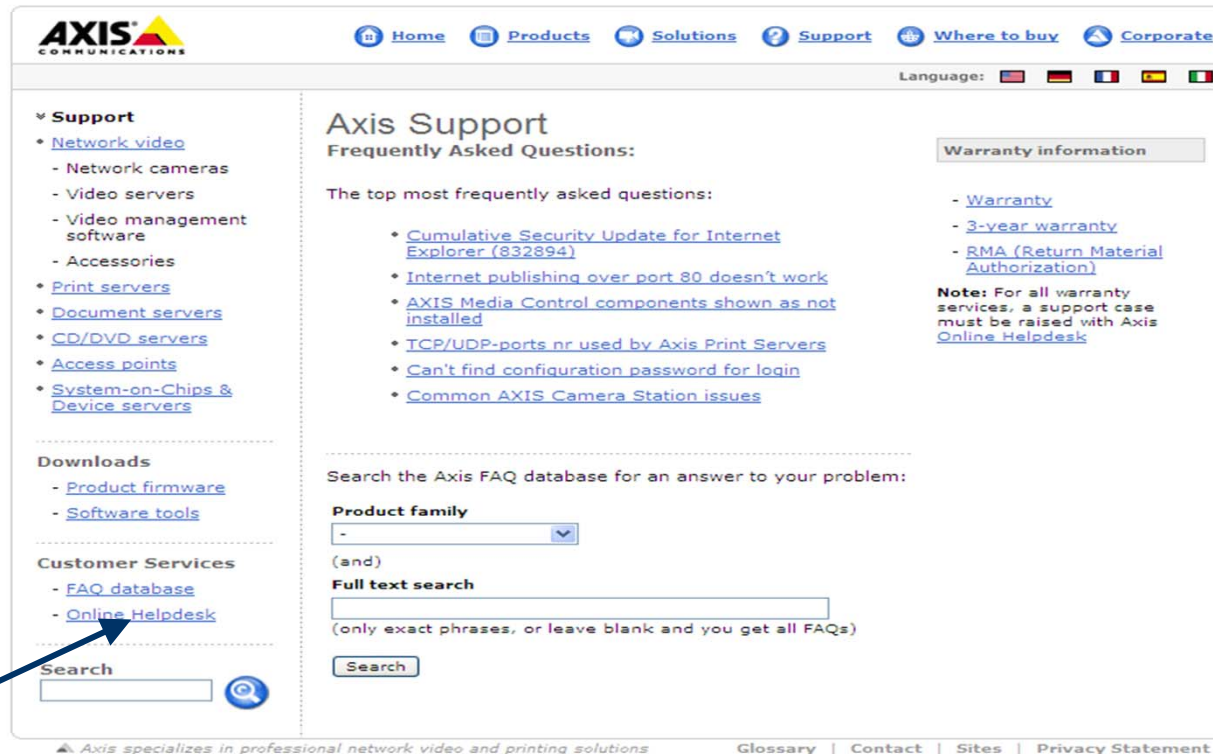
Support web – Online Helpdesk



The screenshot shows the Axis Communications website. The top navigation bar includes links for Home, Products, Solutions, Support, Where to buy, and Corporate. A blue arrow points to the 'Support' link. Below the navigation bar, there is a section for 'AXIS 211W Network Camera' with a description and a 'Read more' link. To the left of this section is a sidebar with links for Network cameras, Video servers, Video management software, and Print servers. Below the main section, there are several news items and upcoming events, including 'Retail Technology Expo' and 'ISC East'. At the bottom, there is a search bar and a footer with links for Glossary, Contact, Sites, and Privacy Statement.

Click

Support web – Online Helpdesk








The screenshot displays the Axis Support website. The top navigation bar includes links for Home, Products, Solutions, Support, Where to buy, and Corporate. A language selector is positioned on the right. The left sidebar contains a 'Support' section with links to Network video, Print servers, Document servers, CD/DVD servers, Access points, and System-on-Chips & Device servers. Below this are 'Downloads' (Product firmware, Software tools) and 'Customer Services' (FAQ database, Online Helpdesk). A search bar is located at the bottom of the sidebar. The main content area is titled 'Axis Support' and 'Frequently Asked Questions:'. It lists the top most frequently asked questions, including links to Cumulative Security Update for Internet Explorer, Internet publishing over port 80, AXIS Media Control components, TCP/UDP-ports, configuration password, and Common AXIS Camera Station issues. A 'Warranty information' section on the right lists links for Warranty, 3-year warranty, and RMA (Return Material Authorization). A note states that for all warranty services, a support case must be raised with Axis Online Helpdesk. A search section titled 'Search the Axis FAQ database for an answer to your problem:' includes a 'Product family' dropdown, a 'Full text search' input field, and a 'Search' button. A blue arrow points from the 'Click!' text to the 'Online Helpdesk' link in the Customer Services section.

Click!

AXIS
COMMUNICATIONS

Home Products Solutions Support Where to buy Corporate

Language:     

▼ **Support**

- [Network video](#)
 - Network cameras
 - Video servers
 - Video management software
 - Accessories
- [Print servers](#)
- [Document servers](#)
- [CD/DVD servers](#)
- [Access points](#)
- [System-on-Chips & Device servers](#)


Downloads

- [Product firmware](#)
- [Software tools](#)

Customer Services

- [FAQ database](#)
- [Online Helpdesk](#)

Search



Axis Support

Frequently Asked Questions:

The top most frequently asked questions:

- [Cumulative Security Update for Internet Explorer \(832894\)](#)
- [Internet publishing over port 80 doesn't work](#)
- [AXIS Media Control components shown as not installed](#)
- [TCP/UDP-ports nr used by Axis Print Servers](#)
- [Can't find configuration password for login](#)
- [Common AXIS Camera Station issues](#)


Warranty information

- [Warranty](#)
- [3-year warranty](#)
- [RMA \(Return Material Authorization\)](#)

Note: For all warranty services, a support case must be raised with Axis [Online Helpdesk](#)

Search the Axis FAQ database for an answer to your problem:

Product family

- 

(and)

Full text search

(only exact phrases, or leave blank and you get all FAQs)

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www.axis.com

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COMMUNICATIONS

Support web – Online Helpdesk

The screenshot shows the Axis Communications online helpdesk login page. The header includes the Axis logo and navigation links: Home, Products, Solutions, Support, Where to buy, and Corporate. A language selector is also present. The main content area is titled 'Login' and contains a login form with fields for 'E-mail address' and 'Password', a 'Login' button, and a 'Remember me' checkbox. To the left of the login form, there are links for 'MyAxis home page', 'Download firmware', 'Download software', and 'Write & ask us'. Below the login form, there are sections for 'Registered user', 'New user?', and 'Forgot your password?'. The footer contains the Axis tagline and links to Glossary, Contact, Sites, and Privacy Statement.

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[Home](#) [Products](#) [Solutions](#) [Support](#) [Where to buy](#) [Corporate](#)

Language:

• Login

Related links

- [MyAxis home page](#)
- [Download firmware](#)
- [Download software](#)

☒ [Write & ask us](#)

Search

Login

You need to login for access to Axis' password-protected pages.

Login

E-mail address:

Password:

[Remember me:](#) ☐

Registered user
Please login by filling in your e-mail address and password.

New user?
Please [register in MyAxis](#) for free access to Axis software, firmware, newsletters and other personalized Axis services.

Forgot your password?
If you have forgotten your password, Axis can send it to your login e-mail address.
[Send password](#)

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Log in to
MyAxis

Support web – Online Helpdesk

The screenshot shows the Axis Online Helpdesk website. At the top, there is a navigation bar with links: Home, Products, Solutions, Support, Where to buy, and Corporate. Below this is a language selection bar with various flags and text labels for different languages. The main header area displays the Axis Communications logo and a user login status: 'Logged in as: John Phelps, jphelps@axis.com' with a 'Log out' button. The left sidebar contains a 'Support' section with links to 'Customer Services', 'FAQ database', and 'Online Helpdesk'. Below this are 'Product Support' links for Network Video, Print Servers, Document Servers, and System-on-Chip & Device servers. A 'Downloads' section links to Product firmware and Software tools. At the bottom of the sidebar is a search bar and a link to 'Tell us your opinion about this service.' The main content area is titled 'Online Helpdesk' and includes a welcome message. It features a tabbed interface with 'New question', 'Active cases', 'Closed cases', and 'About you'. The 'About you' tab is selected, showing a list of support questions and links to submit a question or become a tester. A blue arrow points from a text box on the right to the 'About you' tab.

AXIS COMMUNICATIONS

Home Products Solutions Support Where to buy Corporate

LANGUAGES: [Flags] 中文(简体) 中文(繁体)

Logged in as:
John Phelps
jphelps@axis.com
[Log out](#)

Support

- Customer Services
 - [FAQ database](#)
 - Online Helpdesk**

Product Support

- [Network Video](#)
- [Print Servers](#)
- [Document Servers](#)
- [System-on-Chip & Device servers](#)

Downloads

- [Product firmware](#)
- [Software tools](#)

☒ [Tell us](#) your opinion about this service.

Search

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Update
MyAxis
account

Support web – Online Helpdesk

AXIS
COMMUNICATIONS

Home Products Solutions Support Where to buy Corporate

LANGUAGES:

Logged in as:
Jenny Nordell
jenny.nordell@axis.com
[Log out](#)

Support

- Customer Services
 - [FAQ database](#)
 - Online Helpdesk**

Product Support

- [Network Video](#)
- [Print Servers](#)
- [Document Servers](#)
- [System-on-Chip & Device servers](#)

Downloads

- [Product firmware](#)
- [Software tools](#)

☒ [Tell us](#) your opinion about this service.

Search

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Online Helpdesk

Welcome to Axis Online Helpdesk - a service provided by Axis engineers around the world, working together to help solve your problems.

New question Active cases Closed cases About you

If you have a support question that is not listed here or in the [FAQ database](#), please submit it below.

What is

- [the default IP-address](#) for an Axis product?
- [the default username and password](#) for an Axis product?

How do I

- [set the IP-address](#) in my Axis product?
- [reset my Axis print server](#) to factory default settings?
- [reset my Axis camera/video server](#) to factory default settings?
- [set Dynamic DNS](#) on my Axis camera?
- find a solution to my [AXIS Camera Station \(ACS\) issue](#)?

[I want to submit my support question](#)

Click!

Support web – Online Helpdesk

Include as much information about your support case as possible

- Server report from your Axis unit
- Print screen of the error message
- Snapshot of blurry image

AXIS COMMUNICATIONS

Home Products Solutions Support Where to buy Corporate

LANGUAGES:

Logged in as: Jenny Nordell
jenny.nordell@axis.com
[Log out](#)

Support

- Customer Services
- FAQ database
- Online Helpdesk

Product Support

- Network Video
- Print Servers
- Document Servers
- System-on-Chip & Device servers

Downloads

- Product firmware
- Software tools

[Tell us your opinion about this service.](#)

Search

Online Helpdesk

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[New question](#) [Active cases](#) [Closed cases](#) [About you](#)

If you have a support question that is not listed in the [FAQ database](#), please submit it below. ([Back](#))

Register new case

Enter product

Product category: Start here - Product: Please choose Product category first -

Enter problem

Problem area: Please select one - Problem summary:

Problem description:

Attached files ([Read more](#))
Please add the server report, log file and/or screenshots as additional information.

(Maximum file size 16MB)

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Support web – Online Chat is now available

Now offering... live,
real time online chat
with a Senior Technical
Services Engineer

AXIS
COMMUNICATIONS

Home Products Solutions Support Where to buy Corporate

LANGUAGES: 中文(简体) 中文(繁体)

Logged in as:
John Phelps
jphelps@axis.com
[Log out](#)

Support

- Customer Services
 - [FAQ database](#)
 - Online Helpdesk**
- Product Support
 - [Network Video](#)
 - [Print Servers](#)
 - [Document Servers](#)
 - [System-on-Chip & Device Servers](#)
- Downloads
 - [Product firmware](#)
 - [Software tools](#)

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Online Helpdesk

Welcome to Axis Online Helpdesk - a service provided by Axis engineers around the world, working together to help solve your problems.

[New question](#) [Active cases](#) [Closed cases](#) [About you](#)

If you have a support question that is not listed here or in the [FAQ database](#), please submit it below.

- [How do I reset my Axis product to the factory default settings?](#)
- [How do I upgrade firmware on my AXIS video product?](#)
- [Where can I find the password to my Axis product?](#)
- [How can I assign a static IP address to my network camera/video encoder?](#)
- [How do I report a broken or faulty product?](#)

[I want to submit my support question](#)

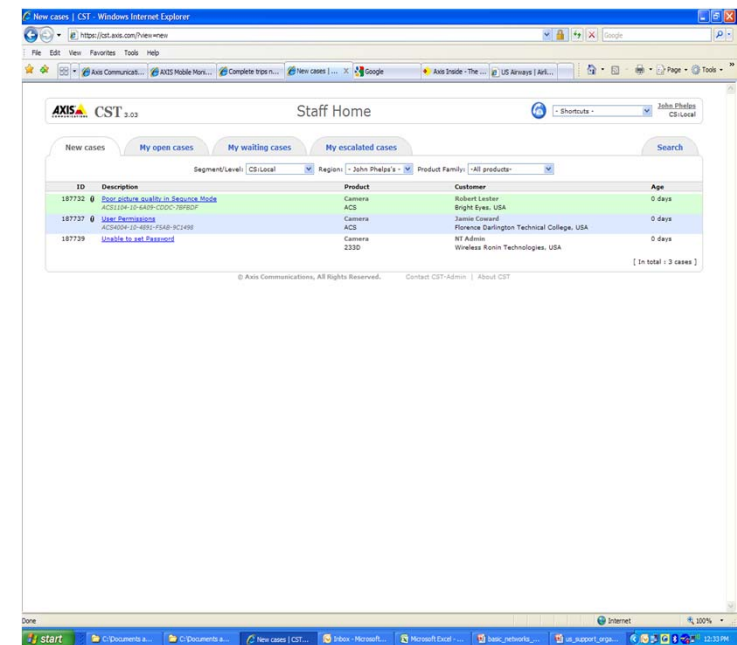
[I want to be a tester for Axis Live Chat](#)
(Please be patient with the operators during the testing period)

Axis specializes in professional network video and printing solutions

Glossary | Contact | Sites | Privacy Statement

Priority status

- > Online support cases are prioritized & color-coded to ensure Senior Technical Services Engineers are assigned the cases.
 - Axis partners, distributors and resellers
 - Installers and system integrators
 - End users
- > Gold & Platinum partners appear in gold highlighting, followed by Silver and Authorized partnership levels.
- > Distributors appear in green highlighting



How to handle an RMA case

Visit www.axis.com/techsup/index.htm and raise a case using the online helpdesk

or

Call Partner Support Line 888-832-2947



How to handle a repair request case

Visit www.axis.com/techsup/index.htm and raise a case using the online helpdesk and state an out of warranty repair is required

or

Call Partner Support Line 888-832-2947 and request Repair Services



How to handle a repair request case

- > Most models of cameras are repairable, however, water damaged product are non repairable
- > M series cameras and encoders may not qualify for repair services, call for specifics
- > The pricing structure for repair services will be discussed with you via telephone with our Repair Technician.
- > If the charges are approved, the repair will commence and the unit will be returned to you as quickly as possible.

Calling into Axis Communications' Support Queue

Call Partner Support Line 888-832-2947 (888-tec-axis)

When prompted, enter your partner ID, found on your partner pages

AXIS
COMMUNICATIONS

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Welcome **John Phelps!** (Partner I.D. Number: 135135) [Change password](#) | [Log out](#)

Preferred language: [English](#) [German](#) [French](#) [Spanish](#) [Italian](#) [Russian](#) [Japanese](#) [Korean](#) [中文\(简体\)](#) [中文\(繁体\)](#) [瑞典](#) [巴西](#)

Welcome
(Partner I.D. Number: 135135)
Partner Pages

Latest headlines

[AXIS P5532 PTZ Dome Network Camera](#) 2010-06-22
Available to order now AXIS P5532 PTZ Dome Network Camera is a cost-effective, indoor pan/tilt/zoom camera with 29x optical zoom and high-quality H.264 video in D1 resolution. The...

[A good surveillance system](#) 2010-06-15
There are numerous small to midsize video surveillance applications that require up to 50 cameras – in the retail, business and education sectors, to name but a few. Axis Communications can deliver...

Prioritized support

AVHS area

Tools

[Content syndication](#) - Axis web content syndication tool
- [Created content](#)
- [More information](#)

United States and Canada

Local office

Axis Communications INC
300 Apollo Drive
Chelmsford, MA 01824
USA

800-444-2947

Director of Technical Services

James Marcella

Technical Services Manager

Joe da Silva

Partner Support line

888-832-2947

www.axis.com/corporate/contact.htm

www.axis.com



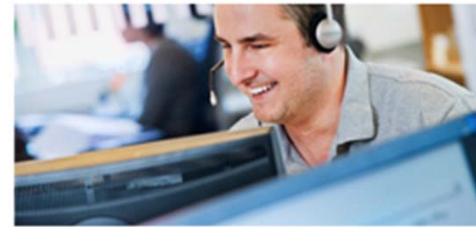
AXIS
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Additional Information & Instruction

- > *Axis Communications' Academy provides a range of educational curricula to boost competence and confidence about Axis products and network video technology.*



➡ Practical classroom training and seminars



➡ Web-based training



➡ Webinars



➡ Online tutorials and guides

Axis Communications Academy 2012

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Axis Communications' Academy

Overview Courses Course calendar Webinars

Course calendar

Classroom-based courses

Check the course and location you wish to attend in order to register. Registration for the Fundamentals and Advanced courses are done via the Axis Shop. Course fees are paid directly by credit card. [General conditions](#)

Dates for Classroom-based trainings

Dates	Location	Course	Fee
<input type="checkbox"/> Feb 7	Chelmsford, MA	1-day Axis Cert Program Prep Course	USD 150
<input type="checkbox"/> Feb 8-9	Chelmsford, MA	2-day Advanced ACS training	USD 250
<input type="checkbox"/> Feb 7-8	Columbus, OH	2-day Fundamentals	USD 500
<input type="checkbox"/> Feb 9	Columbus, OH	1-day Cert Program Prep Course	USD 150

2012 Trainings

Click on the pictures for more info on training location and accommodations.

For all Chelmsford trainings



For MA, the hotel is for accommodations only. The training will be held in our Chelmsford office located at 300 Apollo Drive in Chelmsford MA.

Jan 31- Feb 1



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ease of use
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focus
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